

**To the Chair and Members of the Health and Adult Social Care Overview and Scrutiny Panel**

**The Care Quality Commission (CQC) Inspection and Regulation of Adult Social Care**

<b>Relevant Member(s)</b>	<b>Cabinet</b>	<b>Wards Affected</b>	<b>Key Decision</b>
All		All	No

**EXECUTIVE SUMMARY**

1. This report is a follow on to previous August 2017 scrutiny report and summarises the:
  - Key findings from CQC's ratings report on the state and quality of adult social care services as of August 2017.
  - Comparisons between the CQC's national, Yorkshire & Humber and South Yorkshire key findings as well as the local data and intelligence relating to provision of adult social care in the Doncaster district.
  - Contract monitoring, engagement and other improvement activity undertaken by commissioning staff to support and drive up standards and quality.
  - Recently announced programme of health and social care local system reviews to support those areas facing the greatest challenges to secure improvement.

**EXEMPT REPORT**

2. There is no exempt information contained in the report.

**RECOMMENDATIONS**

3. That the report is noted and that the outcomes of each CQC inspection rating going forward are notified to future meetings.

**WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?**

4. The CQC ratings for Social Care provision within the Doncaster Borough demonstrate a largely positive picture with Doncaster comparing well to national and regional benchmarks.

## **BACKGROUND**

### **Key findings from the National CQC's Inspections of Adult Social Care Services.**

6. A recent report provided by CQC from their actual database as of 30th August 2017 provided all adult social care inspection directorates in England by region and their current overall published rating summary. The data provided did not break down their findings into specific service types only the actual various ratings.
7. CQC ratings report did provide Yorkshire and The Humber's rated services by residential and community based services, along with South Yorkshire at a district level and this provides a more detailed breakdown of Doncaster against the region and district.
8. 66% of all CQC regulated adult social care services in England were rated as good. 16% of services were rated as requires improvement and 1% of services nationally continue to be rated as inadequate. With only 2% of services being rated as outstanding nationally.
9. 64% of all CQC regulated adult social care services in Yorkshire and The Humber were rated good. 20% of services were rated as requires improvement and 2% of services across this region were rated as inadequate. With only 1% of services being rated as outstanding.
10. 63% of all CQC regulated adult social care services in South Yorkshire were rated good. 17% of services were rated as requires improvement and 3% of services across the district were rated as inadequate. With only 1% of services being rated as outstanding.
11. 67% of all CQC regulated adult social care services in Doncaster were rated good. 15% of services were rated as requires improvement and 1% of services in Doncaster were rated as inadequate. Doncaster has no services rated as outstanding.
12. The following comparative summary of ratings demonstrates a largely positive picture with Doncaster comparing well against South Yorkshire whilst also identifying mitigating factors and improvement actions taken to address those services requiring improvements or inadequate

### **13. Domiciliary Care Agency Ratings**

51% of domiciliary care agencies in the South Yorkshire region were rated good compared to 59% in Doncaster, however, currently 7 of Doncaster domiciliary care providers are newly registered and are still awaiting a CQC inspection.

16% of domiciliary care agencies in the South Yorkshire region were rated requires improvement compared to 15% in Doncaster.

In the South Yorkshire region there are no domiciliary care agencies rated

outstanding and there are none in Doncaster.

1% of domiciliary care agencies in the South Yorkshire region were rated inadequate. There are currently no inadequate domiciliary care agencies in Doncaster.

#### **14. Registered Care Home Ratings**

The CQC ratings report only identifies the primary inspection category as residential social care and does not distinguish between residential and nursing.

73% of residential care homes in the South Yorkshire region were rated good compared to 76% in Doncaster.

18% of residential care homes in the South Yorkshire region were rated requires improvement compared to 13% in Doncaster.

In the South Yorkshire region there are no residential care homes rated outstanding and there are none in Doncaster.

3% of residential care homes in the South Yorkshire region were rated inadequate compared to 2% in Doncaster. Whilst there are 2 inadequate care homes in Doncaster, one is inactive with a CQC embargo in place and the other has recently been inspected by CQC and once their report is published will result in their rating changing to requires improvement.

Doncaster currently has 17% of our providers not having a CQC rating due to change in ownership or name.

#### **15. Doncaster Council Contract Monitoring and Improvement Activity and Approach**

The Contracts section of the Commissioning Team undertakes the contract monitoring of all externally commissioned Adult Social Care services.

To support and drive up standards across those services, the contract monitoring approach and activity to those providers that need to improve is further detailed below.

#### **16. Domiciliary Care Agency Ratings**

The 15% of Doncaster providers rated as requires improvements are community based care services, of which 3x are Extra Care Schemes and we have worked with CQC and provider to improve them from an inadequate service. There is a supported living provider who we have just audited this week and found improvements throughout the service. The other providers are domiciliary care agencies with one currently having an embargo in place due to the level of concerns and the other is due to be audited in the next few weeks.

## 17. Registered Residential Care Home Ratings

The 13% of care homes rated as requires improvements have all been monitored on a regular basis with follow up and unannounced visits carried out for all of them to ensure they maintain the required improvements. To offer an example The Parklands who currently have an embargo in place has had 8x unannounced visits, 2x joint professionals visits, 3 x response visit alongside audit and audit follow up visits in the last 3 months. We are working with CQC to refine their reporting process.

## OPTIONS CONSIDERED

18. None applicable

## REASONS FOR RECOMMENDED OPTION

19. None applicable

## IMPACT ON THE COUNCIL'S KEY OUTCOMES

20.

	Outcomes	Implications
	<p>All people in Doncaster benefit from a thriving and resilient economy.</p> <ul style="list-style-type: none"><li>• <i>Mayoral Priority: Creating Jobs and Housing</i></li><li>• <i>Mayoral Priority: Be a strong voice for our veterans</i></li><li>• <i>Mayoral Priority: Protecting Doncaster's vital services</i></li></ul>	<p>Quality social care provision is a component of a thriving and resilient economy</p>
	<p>People live safe, healthy, active and independent lives.</p> <ul style="list-style-type: none"><li>• <i>Mayoral Priority: Safeguarding our Communities</i></li><li>• <i>Mayoral Priority: Bringing down the cost of living</i></li></ul>	<p>Quality social care provision promotes safeguarding and independence</p>
	<p>People in Doncaster benefit from a high quality built and natural environment.</p> <ul style="list-style-type: none"><li>• <i>Mayoral Priority: Creating Jobs and Housing</i></li><li>• <i>Mayoral Priority: Safeguarding our Communities</i></li><li>• <i>Mayoral Priority: Bringing down the cost of living</i></li></ul>	<p>Quality social care provision promotes a strong and consistent workforce, that results in a value service for the people of Doncaster</p>

	<p>All families thrive.</p> <ul style="list-style-type: none"> <li>• <i>Mayoral Priority: Protecting Doncaster's vital services</i></li> </ul>	<p>Quality social care provision support families to thrive.</p>
	<p>Council services are modern and value for money.</p>	
	<p>Working with our partners we will provide strong leadership and governance.</p>	<p>The Council works well with CQC, CCG and other professional colleagues to promote and develop quality social care provision.</p>

## **RISKS AND ASSUMPTIONS**

21. The generally positive CQC ratings for social care provision within the Doncaster Borough when compared with national and regional data derive from a pro-active contract monitoring and management functions within the Council. It is assumed that the Council will want to continue investing at current levels in view of the generally favorable outcomes achieved

## **LEGAL IMPLICATIONS**

22. There are no specific legal implications associated with this report. The Council includes Contract Monitoring provisions within its adult social care services contracts and this service has a vital role to play in improving care standards of providers and ensuring that appropriate services are provided to Doncaster's service users

## **FINANCIAL IMPLICATIONS**

23. There are no financial implications arising from this report, as it is essentially an update of Doncaster's CQC performance against comparators and work done within the Contracts Team.

## **HUMAN RESOURCES IMPLICATIONS**

24. There are no Human Resources Implications contained within this report.

## **TECHNOLOGY IMPLICATIONS**

25. There are no direct technology implications in relation to this report.

## **EQUALITY IMPLICATIONS**

26. There are no specific equalities implications contained within this report.

## **CONSULTATION**

27. Not applicable

## **BACKGROUND PAPERS**

28. None

## **REPORT AUTHOR & CONTRIBUTORS**

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